



HERA Health Care

910 Hampshire Road, Suite A
Westlake Village, Ca, 91361
805-379-9110

A Holistic Esthetic Restorative and Anti-Aging Medical Practice

FINANCIAL POLICY AND LATE FEES

All Payments are due at check in. Please be advised that **Medical services are to be paid promptly.** Medical services provided by the physician and the trained medical staff are considered NON-refundable as soon as they have been rendered. **You have 30 days from the DUE date on your 1st billing statement to make a payment.** You will not receive a statement until your visit has been processed by your insurance. **Co-pays and cash payments due at the time of the visit are due at the time of the visit.**

LATE FEES - A monthly \$25 late fee will be assessed if your payment has not posted to your account 60 days from the statement date. All patient accounts that are 120 days late will be given a final 30 days to set up a payment plan. **After 120 days of no payment received, we will regretfully send your account to a collection agency for the amount due and \$100 in late fees.** Once your account is turned over to the collection agency, we are unable to make payment arrangements and you will need to contact the collection agency directly. Also expect the amount owed to be higher due to fees imposed by the collection agency. We encourage and support our patients' financial responsibility. We also value our relationship with you and prefer to avoid charging you any late fees. For your convenience **we offer you the option to provide us with your credit card information** and full payment due will be debited once your payment is past its due date.

PAST DUE ACCOUNTS - If your account is past due, we do not have any obligation to treat you or authorize any refills past 30 days from date of delinquency until payment is received in full (including late fees). The treating provider will provide emergency care only for 30 days at which point you will be dismissed from the practice. HRT visits and refills are not an emergency.

ARE YOUR VISITS COVERED? - HERA Health Care is NOT responsible to know whether or NOT your services at our practice are covered – that is between you and your insurance plan. We accept Medicare but not Medical - so all Medical covered services are considered patient responsibility and cash pay.

HIGH DEDUCTIBLE - All patients with a high deductible over \$1000 are expected to pay for medical visits \$150 if New patient or \$60 for returning visits. These payments will be required as long as deductible has not been met, every time medical services are rendered.

Same Day Cancellations and NO SHOW - We respect your time and we ask you to respect ours. If you cancel without giving us the opportunity to fill in your appt, or DO not show you will be required to pay a \$50 deposit before making another appt. This will be forfeit if you fail to cancel with 24-hour notice or do not show up again.

LATE Appointments – we reserve time in the schedule and expect you to be ready to see provider at the time scheduled. If you enter premises at the time scheduled you are already late. If you are a new patient and arrive late, you will need to be processed, that will delay your readiness to see provider and you will lose your appointment slot. We do not turn patient's away – we will gladly accommodate you but you will have to wait and be fitted into a slot that fits our patient flow, and respect other on-time patient needs. If you choose not to wait and reschedule we will consider that a missed appointment and you will be charged \$50.

PATIENT NAME _____ SIGNATURE _____ DATE _____